

## ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

## PACKAGED APPLICATION SERVICES

Emtec is a leading implementer of Packaged Applications. We help reduce costs by streamlining processes and providing application package expertise. We partner with our clients to provide subject matter expertise around the entire lifecycle of your application. Our specialty practices include, Microsoft, Oracle, PeopleSoft, Hyperion and SAP.

- ERP
- CRM
- BI

## FIRM PROFILE

HSBC is one of the largest banking and financial services organizations in the world. HSBC's international network comprises over 10,000 offices in 83 countries and territories in Europe, Asia-Pacific, the Americas, the Middle East and Africa. HSBC provides a comprehensive range of financial services: personal financial services; commercial banking; corporate, investment banking and markets; private banking and more.

## THE BUSINESS CHALLENGE

HSBC recognizes that effective and proactive management of the Human Resource staff is a key driver for continued worldwide success. In order to support this initiative, more than 340,000 staff records are currently managed via the Group HR System (GHRIS) platform. The GHRIS supports all HR transactions required to effectively manage the Human Resource, Pay and Rewards business processes at HSBC around the globe.

This aspect of the project presented many challenges because all of the regions use the GHRIS sub-systems differently in order to fit the regional business process requirements. There are regional differences driven by different regulatory, compliance and internal human resources policies, leaving HSBC with the challenge to account for the needs of more than 80 countries within a single, integrated solution at the global level. This global complexity resulted in the following business challenges:

- Geographically dispersed project resources and teams
- Round-the-clock system processing requirements
- System contention and performance issues
- Transaction processing volumes

- Global time zone challenges
- Global vs. regional business process requirements
- Technical architecture / platform – DB2 and Mainframe
- Regional business process differences
- Data conversion
- Resource contention with other internal project initiatives
- Competing project implementations and on-going vendor system integrations

The functional and technical teams were further challenged at both the global and regional levels. True global processes were developed and tested by the Global functional and technical support teams. Regional processes were developed and tested by the Regional functional and technical support teams. All four of these teams were geographically dispersed primarily between the United Kingdom, Buffalo, NY and Chicago, IL.

Despite these challenges, the project team worked to implement a solution to enable HSBC to realize these critical success factors and to support HSBC's global HR transformation initiatives:

- A globally integrated, efficient, flexible, reliable single source open system.
- Adaptability to the changing business requirements for each region.
- User friendly, efficient, and secure system interface.
- Rapid access to data on a “need-to-know” basis.
- Reduction in HR administration by providing the tools to enable HR to focus on value-added activities.

HSBC was seeking a solution that upheld their mission to provide accurate, reliable and meaningful employee information and improve overall customer satisfaction at the global level while supporting all regional business processing requirements.

## THE SOLUTION

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The Emtec project team provided regional project management support, PeopleSoft functionality leadership and subject matter expertise throughout the course of the project lifecycle.

This team structure ensured that best practices were followed by expanding the use of delivered v8.9 functionality to support global business processes, minimizing or eliminating system customizations where possible and identifying business process improvements.

The upgrade to HCM v8.9 presented HSBC with the opportunity to leverage additional functionality provided within the HCM solution and Core HR Module including the introduction of the Person Model and payroll processing for International Transfers. HSBC runs Payroll for North America, Global Payroll and Payroll Interface depending on the country specific requirements to support these employees.

The teams worked together to collaborate on the deliverables related to each of the key project phases of the upgrade as described below:

- Requirements Analysis
- Functional Fit-Gap Sessions and Documentation
- Configuration Requirements
- Design Specifications
- Business Process Documentation
- Development Documentation
- Test Plans and Scripts
- Defect Resolution
- Queries and Reports
- Interfaces
- Third Party Vendors
- Internal Vendors
- Go-Live Tasks
- Post-Production Support

The Emtec project manager was responsible for tracking these project tasks and managing them to the overall global plan to ensure that the milestones would be achieved. The project manager escalated all issues to the North American management team to proactively manage issues without adversely impacting the plan. The end result was a cohesive regional team that included the key members responsible to complete the functional and technical tasks required to support the upgrade. The project went live on time!

“HSBC chose Emtec (formerly Emerging Solutions) for this global initiative because of the long-standing relationship between the two firms – a relationship that burgeoned over time through the firm’s deep knowledge of HSBC’s organization.”

## RESULTS

HSBC’s upgraded GHRS is live in more than 80 countries supporting more than 340,000 employees. All the regions are now operating on the same version of Oracle within the same time frame. The major regions affected are supported by North America, the United Kingdom, Asia Pacific, Latin America, the Middle East and France. The upgraded GHRS met the HR and IT requirements for all of these regions and supported the global standardization of HSBC’s HR policies and procedures.

The successful completion of this project resulted in the required platform(s) to enable HSBC to upgrade to the Fusion product in accordance with their strategic HR transformation initiatives. The GHRS upgrade project included upgrading 3 PeopleSoft systems for HRMS, Reporting and Portal and integrating with the v8.9 PeopleSoft CRM Help Desk system.

The following Critical Success Factor’s identified by the HSBC leadership team were realized with this upgrade:

- Effective project management
- Quality control of data conversion
- Streamlined business process functionality
- Reduction in HR administration and increase in value-added tasks
- Establish global standardized processing
- Elimination of customizations
- Utilization of new technical tools and application features available in v8.9
- Positioned to upgrade to the Fusion product in the future